Creative Modem Blaster USB DE5771

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Version 1.0
December 2001

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CAUTION: This device is intended to be connected by the user to a CSA/TUV/UL certified/listed IBM AT or compatible personal computer in the manufacturer's defined operator access area. Check the equipment operating/installation manual and/or with the equipment manufacturer to verify/confirm if your equipment is suitable for devices.

ATTENTION: Ce périphérique est destiné à être connecté par l'utilisateur à un ordinateur IBM AT certifié ou listé CSA/TUV/UL ou compatible, à l'intérieur de la zone d'accès définie par le fabricant. Consulter le mode d'emploi/guide d'installation et/ou le fabricant de l'appareil pour vérifier ou confirmer qu'il est possible de connecter d'autres périphériques à votre sytème.

Notice for the USA

FCC Part 15: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, this notice is not a guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the distance between the equipment and receiver.
- Connect the equipment to an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician.

CAUTION: To comply with the limits for the Class B digital device, pursuant to Part 15 of the FCC Rules, this device must be installed in computer equipment certified to comply with the Class B limits.

All cables used to connect the computer and peripherals must be shielded and grounded. Operation with non-certified computers or non-shielded cables may result in interference to radio or television reception.

Modifications

Any changes or modifications not expressly approved by the manufacturer of this device could void the user's authority to operate the device.

Notice for Canada

This apparatus complies with the Class "B" limits for radio interference as specified in the Canadian Department of Communications Radio Interference Regulations.

Cet appareil est conforme aux normes de CLASSE "B" d'interférence radio tel que spécifié par le Ministère Canadien des Communications dans les règlements d'interférence radio.

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Creative European Contact Centre

Introduction

Introduction

Before You Begin

This section contains information you should know before using this manual. Read the information carefully before proceeding further.

Recording Model and Serial Numbers

Your modem has a model number and a serial number. Write down these numbers after removing the modem from its packaging. You will need to quote these numbers when contacting our Technical Support office.

Checking System Requirements

The following are the minimum system requirements required for your modem to work properly with your computer:

- ❑ 133 MHz or faster Intel® Pentium® or AMD® processor
- ❑ 40 MB free hard disk space
- ❑ 16 MB RAM (32 MB or higher recommended)
- ❑ Microsoft® Windows® 98, Windows 98 Second Edition (SE), Windows 2000, Windows Millennium Edition (Me) or Windows XP
- ❑ DVD/CD-ROM drive for modem software installation
- ❑ An audio card for video conferencing

Document Conventions

This manual uses the following conventions to help you locate and identify the information that you need.

Table i: Document conventions

Text Element	Use
	This notepad icon indicates information that is of particular importance and should be considered before continuing.
	This alarm clock icon indicates that failure to adere to directions may result in loss of data or damage to your system.
	The warning sign indicates that failure to adhere to directions may result in bodily harm or life-threatening situations.

1 About Your Modem

About Your Modem

Your modem has been designed with simplicity in mind. Only two connectors are on your modem—one, the USB Connector, and two, the Telephone Line Jack. No extra power connector is needed as this is a USB-powered device that draws power from your computer's USB port.

To find out more about getting your modem quickly connected, see Chapter 2, “Installing Hardware”.

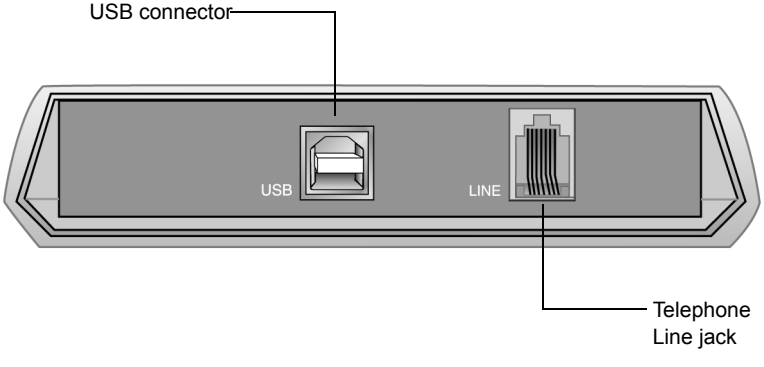


Figure 1-1 Back Panel.

2 Installing Hardware

Installing Hardware

Step 1: Connect to the telephone line

1. Locate the most conveniently-located telephone wall outlet.
2. If a phone is already connected to it, unplug the telephone cable from the wall outlet.
3. Connect the supplied telephone cable from the wall outlet to your modem's Telephone Line jack.

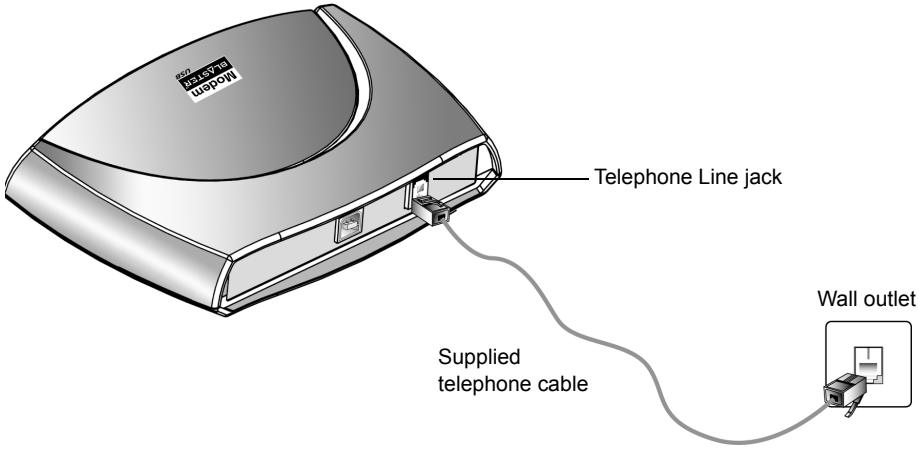


Figure 2-1 Connecting the telephone line.

Step 2: Connect to the computer

1. Connect the smaller end of the supplied USB cable to the USB connector located at the back panel of the modem.

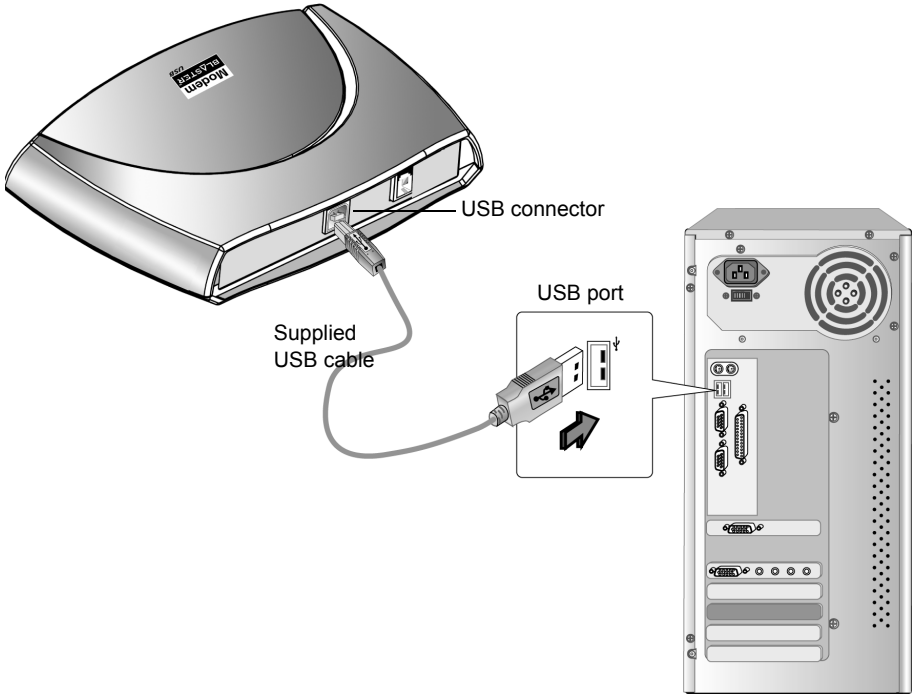


Figure 2-2 Connecting the USB cable.

2. Connect the other end of the USB cable to your computer's USB port. You can do this while your computer is turned on.
3. Turn on your computer if it has not already been turned on. Your computer automatically detects your modem. Refer to Chapter 3, "Installing and Testing Modem Drivers" to complete installation of your modem.

Notes on Telephone Lines

To ensure that the modem works properly, note that:

- ❑ Your modem cannot be used on “party lines”, nor can it be used on toll or coin-operated lines. Contact your local telephone company for help if you are not sure about the suitability of your telephone line.
- ❑ This modem is intended for use on an analog telephone line, also called a POTS (Plain Old Telephone Service) line. This modem cannot be connected directly to a digital telephone line, such as those commonly found in businesses. Either obtain an analog line or an analog converter compatible with the telephone line you are using.

3 Installing and Testing Modem Drivers

Installing and Testing Modem Drivers

This chapter is organized as follows:

- ❑ Installing the Modem Driver in Windows 98/98SE
- ❑ Testing the Installation in Windows 98/98SE
- ❑ Installing the Modem Driver in Windows 2000
- ❑ Testing the Installation in Windows 2000
- ❑ Installing the Modem Driver in Windows Me
- ❑ Testing the Installation in Windows Me
- ❑ Installing the Modem Driver in Windows XP
- ❑ Testing the Installation in Windows XP

Do visit http://www.modemblaster.com regularly for the latest drivers and updates.

Installing the Modem Driver in Windows 98/ 98SE

After installing the modem driver, test the modem to ensure 3it has been installed properly (see “Testing the Installation in Windows 98/98SE” on page 3-5).

1. As instructed in Chapter 2, “Installing Hardware”, connect your modem and turn on your computer to allow the Operating
   System to detect your modem.
2. When detected, the dialog box in Figure 3-1 appears.

Add New Hardware Wizard
This wizard searches for new drivers for:
Creative Modem Blaster USB
A device driver is a software program that makes a hardware device work.
< Back
Next >
Cancel

Figure 3-1

3. Insert the Creative Installation CD into your DVD/ CD-ROM drive, then click the **Next** button. The dialog box in Figure 3-2 appears.

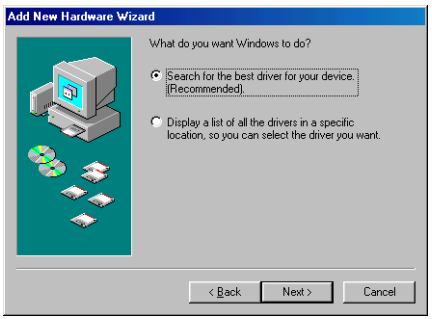

Add New Hardware Wizard
What do you want Windows to do?
Search for the best driver for your device. (Recommended).
Display a list of all the drivers in a specific location, so you can select the driver you want.
< Back
Next >
Cancel

Figure 3-2

4. Click the **Search for the best driver for your device (Recommended)** option, then click the **Next** button. The dialog box in Figure 3-3 appears.
5. Click the **Specify a location** check box, then click the **Browse** button to locate the driver files in **E:\Drivers\Win 98** (where E: represents your DVD/CD-ROM drive).

Add New Hardware Wizard
Windows will search for new drivers in its driver database on your hard drive, and in any of the following selected locations. Click Next to start the search.
Floppy disk drives
CD-ROM drive
Microsoft Windows Update
Specify a location:
D:\modem driver\DE5771-without v92 string-28-n
Browse...
< Back
Next >
Cancel

Figure 3-3

6. Click the **Next** button. The dialog box in Figure 3-4 appears.

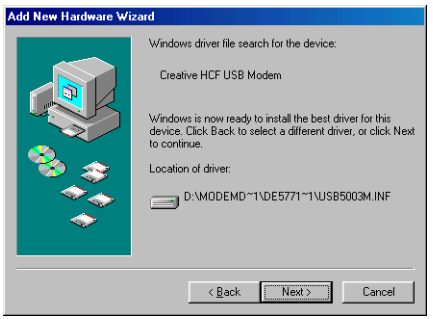

Add New Hardware Wizard
Windows driver file search for the device:
Creative HCF USB Modem
Windows is now ready to install the best driver for this device. Click Back to select a different driver, or click Next to continue.
Location of driver:
D:\MODEMD~1\DE5771~1\USB5003M.INF
< Back
Next >
Cancel

Figure 3-4

7. Click the **Next** button. The dialog box in Figure 3-5 appears.
8. Click the **Finish** button to complete your modem installation.

Add New Hardware Wizard
Creative HCF USB Modem
Windows has finished installing the software that your new hardware device requires.
< Back
Finish
Cancel

Figure 3-5

9. At the end of installation, the dialog box in Figure 3-6 appears.
10. Click the country you are residing in, then click the **OK** button to let the new settings take effect.

Modem Country Select
Creative Modem Blaster USB installed.
Please select the country in which this modem will be used.
Selecting a country other than the one in which you are currently located may cause your modem to be configured in a way that violates the telecommunication regulations/laws of that country.
In addition, your modem may not function properly if the correct country selection is not made. Only select the country in which you are located.
Select a Country:
Austria
Belgium
Denmark
Finland
France
Germany (Federal Republic of)
Greece
OK
Cancel

Figure 3-6

Testing the Installation in Windows 98/ 98SE

1. Click **Start** -> **Settings** -> **Control Panel**.
2. Double-click the **Modems** icon. The **Modems Properties** dialog box in Figure 3-7 appears.
3. Click the **Diagnostics** tab, then click the COM port that has been assigned to your modem.

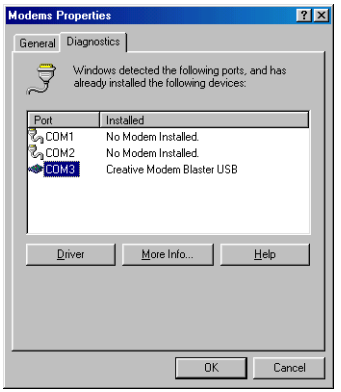


*Figure 3-7 : **Modem Properties** dialog box.*

4. Click the **More Info** button to display the response status of your modem (Figure 3-8).
   If your modem is not responding, it may be due to a conflict between the modem and another peripheral device. To resolve the conflict, you must change the settings on your modem (see “Resolving Hardware Conflicts” on page B-2).

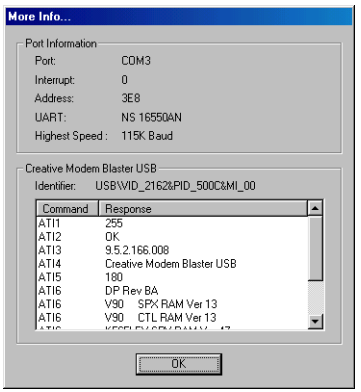


Figure 3-8 : Response status of your modem.

Installing the Modem Driver in Windows 2000

After installing the modem driver, test the modem to ensure it has been installed properly (see “Testing the Installation in Windows 2000” on page 3-10).

1. As instructed in Chapter 2, “Installing Hardware”, connect your modem and turn on your computer to allow the Operating System to detect your modem.
2. When detected, the dialog box in Figure 3-9 appears.

Found New Hardware Wizard
Welcome to the Found New Hardware Wizard
This wizard helps you install a device driver for a hardware device.
To continue, click Next.
< Back
Next >
Cancel

Figure 3-9

3. Insert the Creative Installation CD into your DVD/CD-ROM drive, then click the **Next** button. The dialog box in Figure 3-10 appears.

Found New Hardware Wizard
Install Hardware Device Drivers
A device driver is a software program that enables a hardware device to work with an operating system.
This wizard will complete the installation for this device:
Creative Modem Blaster USB
A device driver is a software program that makes a hardware device work. Windows needs driver files for your new device. To locate driver files and complete the installation click Next.
What do you want the wizard to do?
Search for a suitable driver for my device (recommended)
Display a list of the known drivers for this device so that I can choose a specific driver
< Back
Next >
Cancel

Figure 3-10

4. Click the **Search for a suitable driver for my device (recommended)** option, then click the **Next** button. The dialog box in Figure 3-11 appears.

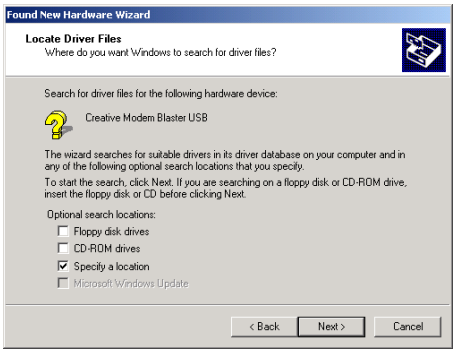

Found New Hardware Wizard
Locate Driver Files
Where do you want Windows to search for driver files?
Search for driver files for the following hardware device:
Creative Modem Blaster USB
The wizard searches for suitable drivers in its driver database on your computer and in any of the following optional search locations that you specify.
To start the search, click Next. If you are searching on a floppy disk or CD-ROM drive, insert the floppy disk or CD before clicking Next.
Optional search locations:
Floppy disk drives
CD-ROM drives
Specify a location
Microsoft Windows Update
< Back
Next >
Cancel

Figure 3-11

5. Click the **Specify a location** check box, then click the **Next** button. The dialog box in Figure 3-12 appears.

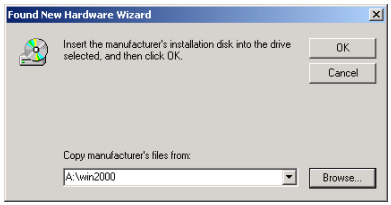


Figure 3-12

6. Click the **Browse** button to locate the driver files in **E:\Drivers\Win 2000** (where E: represents your DVD/CD-ROM Drive), then click the **OK** button. The dialog box in Figure 3-13 appears.

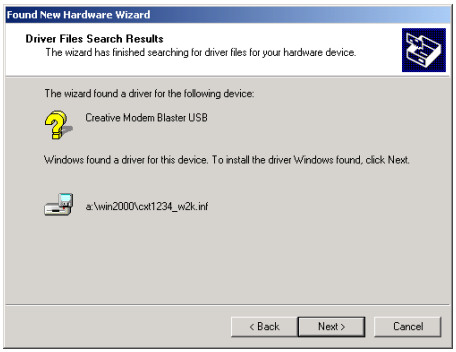

Found New Hardware Wizard
Driver Files Search Results
The wizard has finished searching for driver files for your hardware device.
The wizard found a driver for the following device:
Creative Modem Blaster USB
Windows found a driver for this device. To install the driver Windows found, click Next.
a:\win2000\cxt1234_w2k.inf
< Back
Next >
Cancel

Figure 3-13

7. Click the **Next** button. The dialog box in Figure 3-14 appears.

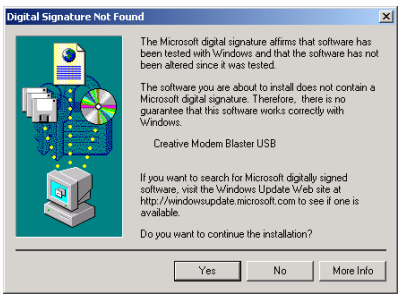

Digital Signature Not Found
The Microsoft digital signature affirms that software has been tested with Windows and that the software has not been altered since it was tested.
The software you are about to install does not contain a Microsoft digital signature. Therefore, there is no guarantee that this software works correctly with Windows.
Creative Modem Blaster USB
If you want to search for Microsoft digitally signed software, visit the Windows Update Web site at http://windowsupdate.microsoft.com to see if one is available.
Do you want to continue the installation?
Yes
No
More Info

Figure 3-14

8. Click the **Yes** button. The dialog box in Figure 3-15 appears.
9. Click the **Finish** button to complete your modem installation.

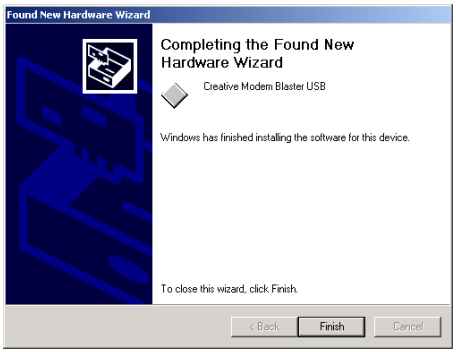

Found New Hardware Wizard
Completing the Found New Hardware Wizard
Creative Modem Blaster USB
Windows has finished installing the software for this device.
To close this wizard, click Finish.
< Back
Finish
Cancel

Figure 3-15

Testing the Installation in Windows 2000

1. Click **Start** -> **Settings** -> **Control Panel**.
2. Double-click the **Phone and Modems** icon. The **Phone and Modem Options** dialog box in Figure 3-16 appears.
3. Click the **Modems** tab, then click the **Properties** button. The **Creative Modem Blaster USB Properties** dialog box appears.

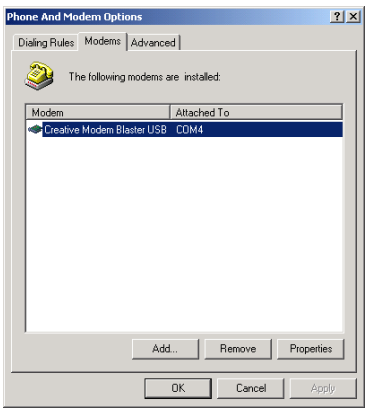


*Figure 3-16 : **Phone and Modem Options** dialog box.*

4. Click the **Diagnostics** tab, then click the **Query Modem** button to display the response status of your modem (Figure 3-17).
   If your modem is not responding, it may be due to a conflict between the modem and another peripheral device. To resolve the conflict, you must change the settings on your modem (see “Resolving Hardware Conflicts” on page B-2).

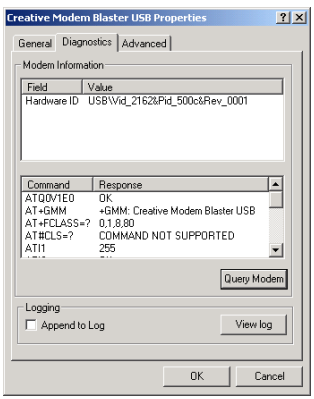


*Figure 3-17 : **Creative Modem Blaster USB Properties** dialog box.*

Installing the Modem Driver in Windows Me

After installing the modem driver, test the modem to ensure it has been installed properly (see “Testing the Installation in Windows Me” on page 3-14).

1. As instructed in Chapter 2, “Installing Hardware”, connect your modem and turn on your computer to allow the Operating System to detect your modem.
2. When detected, the dialog box in Figure 3-18 appears.

Add New Hardware Wizard
Windows has found the following new hardware:
Creative Modem Blaster USB
Windows can automatically search for and install software that supports your hardware. If your hardware came with installation media, insert it now and click Next.
What would you like to do?
Automatic search for a better driver (Recommended)
Specify the location of the driver (Advanced)
< Back
Next >
Cancel

Figure 3-18

3. Insert the Creative Installation CD into your DVD/CD-ROM drive. Then, click the **Specify the location of the driver (Advanced)** option and click the **Next** button. The dialog box in Figure 3-19 appears.
4. Click the **Specify a location** check box. Then, click the **Browse** button to locate the driver files in **E:\Drivers\Win Me** (where E: represents your DVD/CD-ROM drive). Be sure that the **Removable Media (Floppy, CD-ROM...)** check box is not selected.

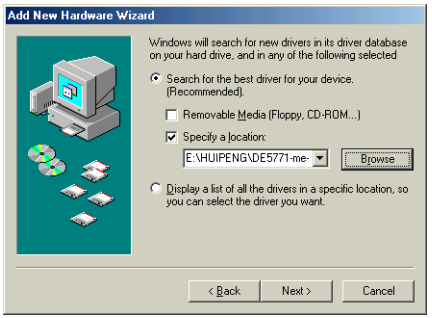

Add New Hardware Wizard
Windows will search for new drivers in its driver database on your hard drive, and in any of the following selected
Search for the best driver for your device. (Recommended).
Removable Media (Floppy, CD-ROM...)
Specify a location:
E:\HUIPENG\DE5771-me-
Browse
Display a list of all the drivers in a specific location, so you can select the driver you want.
< Back
Next >
Cancel

Figure 3-19

5. Click the **Next** button. The dialog box in Figure 3-20 appears.

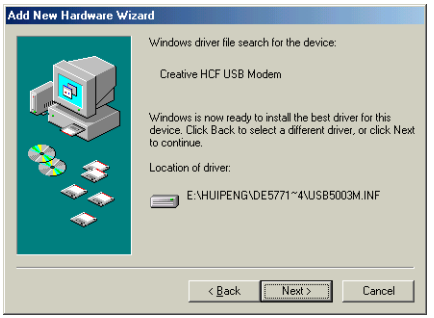

Add New Hardware Wizard
Windows driver file search for the device:
Creative HCF USB Modem
Windows is now ready to install the best driver for this device. Click Back to select a different driver, or click Next to continue.
Location of driver:
E:\HUIPENG\DE5771~4\USB5003M.INF
< Back
Next >
Cancel

Figure 3-20

6. Click the **Next** button. The dialog box in Figure 3-21 appears.
7. Click the **Finish** button to complete your modem installation.

Figure 3-21

8. At the end of installation, the dialog box in Figure 3-22 appears.
9. Click the country you are residing in, then click the **OK** button to let the new settings take effect.

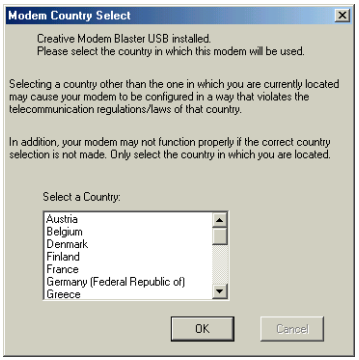

Modem Country Select
Creative Modem Blaster USB installed.
Please select the country in which this modem will be used.
Selecting a country other than the one in which you are currently located may cause your modem to be configured in a way that violates the telecommunication regulations/laws of that country.
In addition, your modem may not function properly if the correct country selection is not made. Only select the country in which you are located.
Select a Country:
Austria
Belgium
Denmark
Finland
France
Germany (Federal Republic of)
Greece
OK
Cancel

Figure 3-22

Testing the Installation in Windows Me

1. Click **Start** -> **Settings** -> **Control Panel**.
2. Double-click the **Modems** icon. The **Modems Properties** dialog box in Figure 3-23 appears.
3. Click the **Diagnostics** tab, then click the COM port that has been assigned to your modem.

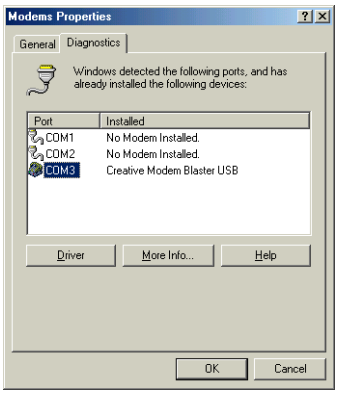


*Figure 3-23 : **Modem Properties** dialog box.*

4. Click the **More Info** button to display the response status of your modem (Figure 3-24).
   If your modem is not responding, it may be due to a conflict between the modem and another peripheral device. To resolve the conflict, you must change the settings on your modem (see “Resolving Hardware Conflicts” on page B-2).

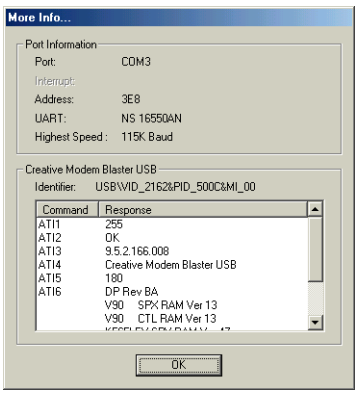


Figure 3-24 : Response status of your modem.

Installing the Modem Driver in Windows XP

After installing the modem driver, test the modem to ensure it has been installed properly (see “Testing the Installation in Windows XP” on page 3-19).

At the time of this product’s release, Microsoft strongly encouraged companies to submit their hardware solutions for certification. If a hardware device driver is not submitted, or does not qualify, for Microsoft certification, a warning message similar to Figure 3-27 appears. Creative has tested this driver or update on Windows XP, and it does not impair or destabilize your computer. If you need more XP-related information, go to the product web site's Help.

1. As instructed in Chapter 2, “Installing Hardware”, connect your modem and turn on your computer to allow the Operating System to detect your modem. When detected, the dialog box in Figure 3-25 appears.
2. Insert the Creative Installation CD into your DVD/CD-ROM drive, then click the **Cancel** button.

Found New Hardware Wizard
Welcome to the Found New Hardware Wizard
This wizard helps you install software for:
Creative Modem Blaster USB
If your hardware came with an installation CD or floppy disk, insert it now.
What do you want the wizard to do?
Install the software automatically (Recommended)
Install from a list or specific location (Advanced)
Click Next to continue.
< Back
Next >
Cancel

Figure 3-25

3. Click **Start** -> **Run**. The dialog box in Figure 3-26 appears.
4. Click the **Browse** button to locate the driver files in **E:\Drivers\Win XP** (where E: represents your DVD/CD-ROM drive).
5. Click the **OK** button. The dialog box in Figure 3-27 appears.

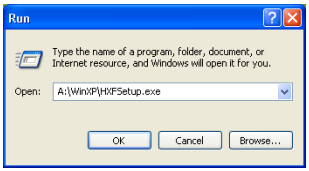


Figure 3-26

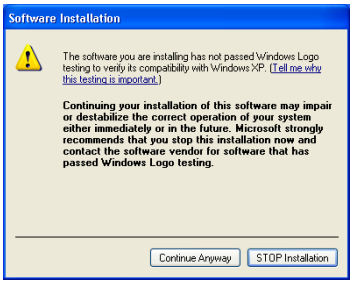

Software Installation
The software you are installing has not passed Windows Logo testing to verify its compatibility with Windows XP. (Tell me why this testing is important.)
Continuing your installation of this software may impair or destabilize the correct operation of your system either immediately or in the future. Microsoft strongly recommends that you stop this installation now and contact the software vendor for software that has passed Windows Logo testing.
Continue Anyway
STOP Installation

Figure 3-27

6. Click the **Continue Anyway** button. The dialog box in Figure 3-28 appears.

Found New Hardware Wizard
Welcome to the Found New Hardware Wizard
This wizard helps you install software for:
Creative Modem Blaster USB
If your hardware came with an installation CD or floppy disk, insert it now.
What do you want the wizard to do?
Install the software automatically (Recommended)
Install from a list or specific location (Advanced)
Click Next to continue.
< Back
Next >
Cancel

Figure 3-28

7. Click the **Install from a list or specific location (Advanced)** option, then click the **Next** button. The dialog box in Figure 3-29 appears.

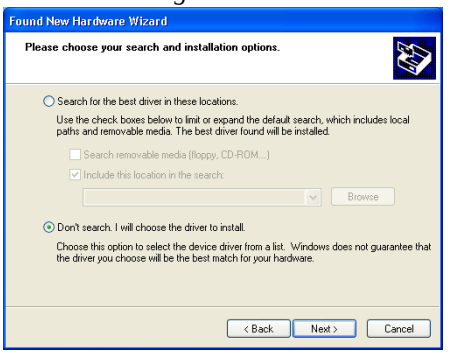

Found New Hardware Wizard
Please choose your search and installation options.
Search for the best driver in these locations.
Use the check boxes below to limit or expand the default search, which includes local paths and removable media. The best driver found will be installed.
Search removable media (floppy, CD-ROM...)
Include this location in the search:
Browse
Don't search. I will choose the driver to install.
Choose this option to select the device driver from a list. Windows does not guarantee that the driver you choose will be the best match for your hardware.
< Back
Next >
Cancel

Figure 3-29

8. Click the **Don't search. I will choose the driver to install** option, then click the **Next** button. The dialog box in Figure 3-30 appears.
9. Click the **Show compatible hardware** check box to select it, then click **Creative Modem Blaster USB** in the **Models** box.

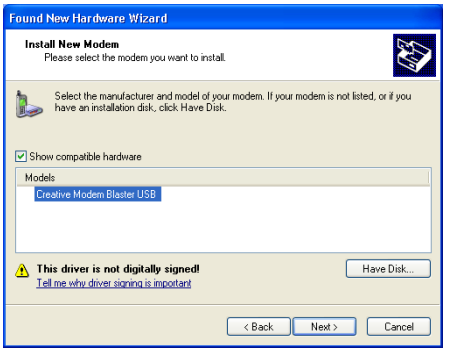

Found New Hardware Wizard
Install New Modem
Please select the modem you want to install.
Select the manufacturer and model of your modem. If your modem is not listed, or if you have an installation disk, click Have Disk.
Show compatible hardware
Models
Creative Modem Blaster USB
This driver is not digitally signed!
Tell me why driver signing is important
Have Disk...
< Back
Next >
Cancel

Figure 3-30

10. Click the **Next** button. The dialog box in Figure 3-31 appears.

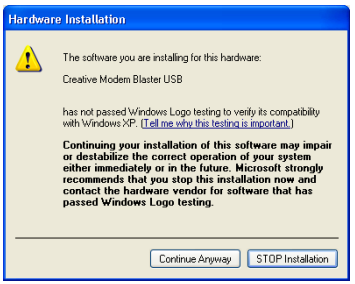

Hardware Installation
The software you are installing for this hardware:
Creative Modem Blaster USB
has not passed Windows Logo testing to verify its compatibility with Windows XP. (Tell me why this testing is important.)
Continuing your installation of this software may impair or destabilize the correct operation of your system either immediately or in the future. Microsoft strongly recommends that you stop this installation now and contact the hardware vendor for software that has passed Windows Logo testing.
Continue Anyway
STOP Installation

Figure 3-31

11. Click the **Continue Anyway** button. The dialog box in Figure 3-32 appears.
12. Click the **Finish** button to complete your modem installation.

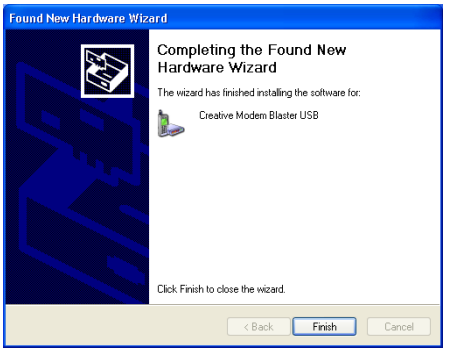

Found New Hardware Wizard
Completing the Found New Hardware Wizard
The wizard has finished installing the software for:
Creative Modem Blaster USB
Click Finish to close the wizard.
< Back
Finish
Cancel

Figure 3-32

Testing the Installation in Windows XP

1. Click **Start** -> **Control Panel**.
2. Click the **Phone and Modem Options** icon. The dialog box in Figure 3-33 appears.
3. Click the **Modems** tab.

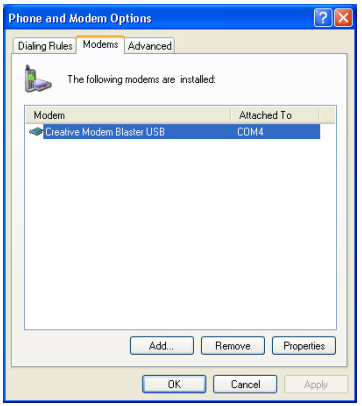


*Figure 3-33 : **Phone and Modem Options** dialog box.*

4. Click **Creative Modem Blaster USB**, then click the **Properties** button. The **Creative Modem Blaster USB Properties** dialog box in Figure 3-34 appears.
5. Click the **Diagnostics** tab.

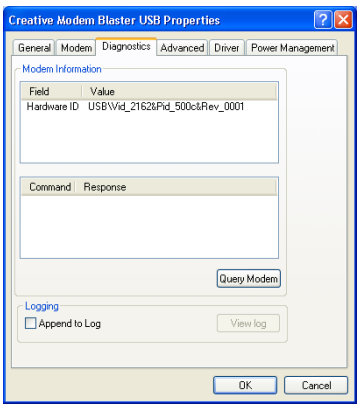


*Figure 3-34 : **Creative Modem Blaster USB Properties** dialog box*

6. Click the **Query Modem** button to display the response status of your modem (Figure 3-35). If your modem is not responding, it may be due to a conflict between the modem and another peripheral device. To resolve the conflict, you must change the settings on your modem (see “Resolving Hardware Conflicts” on page B-2).

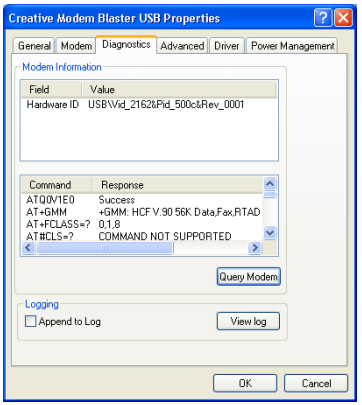


Figure 3-35 : Response status of your modem.

4 Uninstalling Modem Drivers

Uninstalling Modem Drivers

This chapter is organized as follows:

- Uninstalling the Modem in Windows 98/98SE
- Uninstalling the Modem in Windows 2000
- Uninstalling the Modem in Windows Me
- Uninstalling the Modem in Windows XP

Uninstalling the Modem in Windows 98/ 98SE

1. Click the **Start** -> **Settings** -> **Control Panel**.
2. Double-click the **Add/ Remove Programs** icon. The **Add/Remove Programs Properties** dialog box in Figure 4-1 appears.
3. Click **Creative Modem Blaster USB**, then click the **Add/Remove** button.
4. When Windows prompts you to remove the modem, click the **Yes** button.
5. Click the **OK** button.
6. Turn off your computer and disconnect the modem from your USB port.

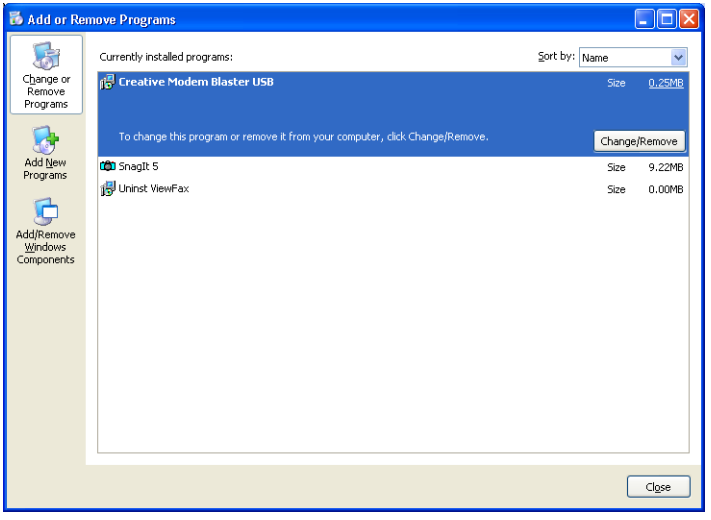


*Figure 4-1: **Add/Remove Programs Properties** dialog box.*

Uninstalling the Modem in Windows 2000

1. Click **Start** -> **Settings** -> **Control Panel**.
2. Double-click the **Phone and Modem Options** icon. The dialog box in Figure 4-2 appears.
3. Click the **Modems** tab, then click **Creative Modem Blaster USB** and click the **Remove** button.
4. When Windows prompts you to remove the modem, click the **Yes** button.
5. Click the **OK** button.
6. Turn off your computer and disconnect the modem from your USB port.

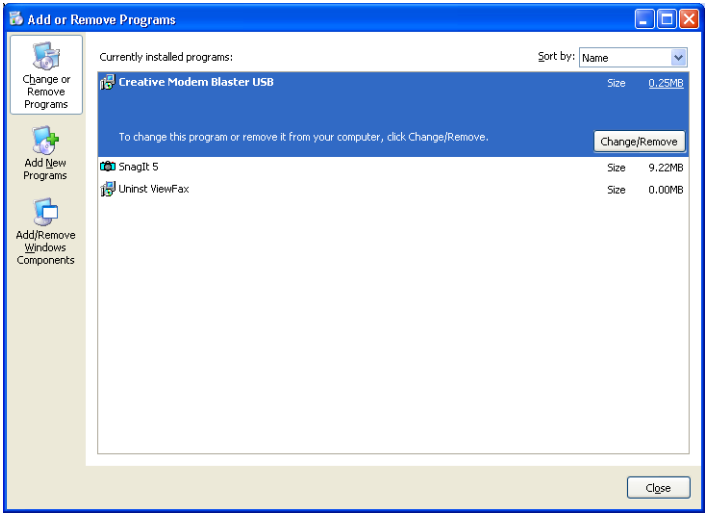


*Figure 4-2: **Phone and Modem Options** dialog box.*

Uninstalling the Modem in Windows Me

1. Click **Start** -> **Settings** -> **Control Panel**.
2. Double-click the **Add/Remove Programs** icon. The **Add/Remove Programs Properties** dialog box in Figure 4-3 appears.
3. Click the **Install/Uninstall** tab, then click **Creative Modem Blaster USB** from the list and click the **Add/Remove** button.
4. When Windows prompts you to remove the modem, click the **Yes** button.
5. Click the **OK** button.
6. Turn off your computer and disconnect the modem from your USB port.

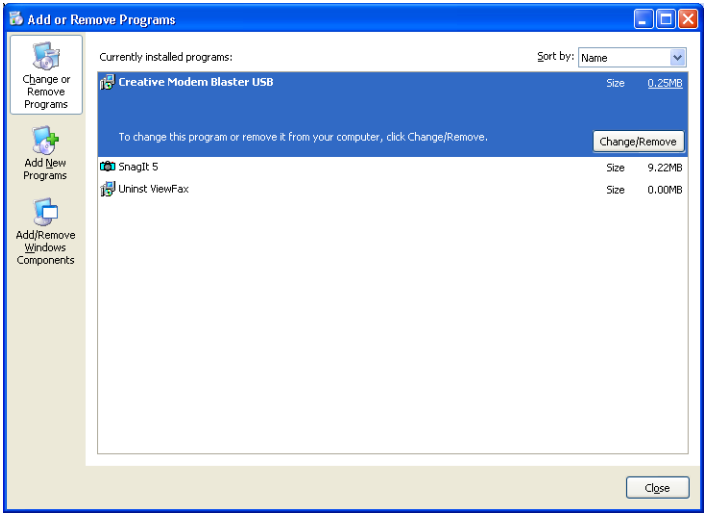


*Figure 4-3: **Add/Remove Programs Properties** dialog box.*

Uninstalling the Modem in Windows XP

1. Click **Start** -> **Control Panel**.
2. Click the **Add or Remove Programs** icon. The **Add or Remove Programs** dialog box in Figure 4-4 appears.
3. Click the **Change/Remove** button.
4. Click the **Close** button.

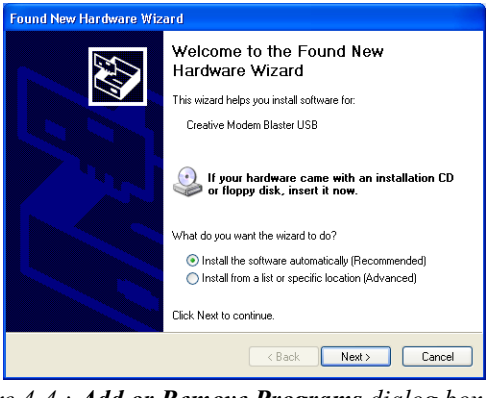

Found New Hardware Wizard
Welcome to the Found New Hardware Wizard
This wizard helps you install software for:
Creative Modem Blaster USB
If your hardware came with an installation CD or floppy disk, insert it now.
What do you want the wizard to do?
Install the software automatically (Recommended)
Install from a list or specific location (Advanced)
Click Next to continue.
< Back
Next >
Cancel

*Figure 4-4 : **Add or Remove Programs** dialog box.*

5. Turn off your computer and disconnect the modem from your USB port.

5 Modem Features

Modem Features

Besides transferring data and accessing online information, your Creative Modem Blaster has the following features:

Plug and Play

This feature allows you to install your modem easily, as it is automatically configured.

Faxes

Use your modem to send and receive fax documents. This feature also allows you to configure the modem to serve as a fax-on-demand system by using the software provided.

Internet Access

Your modem allows you to access computer bulletin boards and to browse the Internet at speeds of up to 56 Kbps.

Answering Machine

Your modem functions as an answering machine with multiple mail boxes. Remote users can leave messages in your mail box, and you can play back these messages at any time. It even pages you to notify you of new messages!

Video Conferencing

Your modem comes complete with V.90/V.92* standard support, for use with H.32x video conferencing systems.

QuickConnect*

This feature drastically reduces the amount of time it takes for your Modem Blaster to establish a connection with your Internet Service Provider. The characteristics of the last call are saved in your computer, and retrieved for subsequent calls, resulting in a shorter connection time.

Modem-on-Hold*

This feature allows you to answer an incoming call even when you are surfing the Internet. Check with your local Internet Service Provider to ascertain that this feature is supported in your area. For more details, see “About Your Modem” on page 1-1.

PCM Upstream*

This feature enhances your Modem Blaster’s data upload speed from 33.6 Kbps to a maximum of 48 Kbps.

V.44 Data Compression

Your Modem Blaster incorporates the new V.92 standard. This new standard offers V.44 Data Compression technology that allows you to browse the Internet at higher speeds than existing data compression standards.

* Download V.92 drivers from www.europe.creative.com

A General Specifications

General Specifications

This appendix lists your modem's general specifications.

Data Features

- ❑ Integrated data, fax, and voice mail modem.
- ❑ 56,000/54,000/52,000/50,000/48,000/46,000/44,000/42,000/40,000/38,000/36,000/34,000
- ❑ 33,600/28,800/26,400/24,000/21,600/19,200/16,800/14,400/12,000/9,600/7,200/4,800/2,400/1,200/ 300 bps data speeds.
- ❑ Compatibility with the following data modem standards:
  - V.90, V.92*, V.34, V.32bis, V.32, V.23, V.22bis, V.22A/B, and V.21; Bell 212A and 103J.
  - V.44, V.42 LAPM and MNP2-4 error correction.
  - V.44, V.42bis and MNP5 data compression
- ❑ Compression, line control, and error control are implemented in hardware. Therefore, no special drivers or libraries are needed to take advantage of the higher speeds and data reliability.
- ❑ Automatic dial and answer capabilities.

Fax Features

- ❑ Fax speeds up to 14,400 bps for send and receive.
- ❑ Compatibility with the following fax modem transmission standards:
  - V.17 (14400 bps)
  - V.21 Channel 2 (300 bps)
  - V.27ter (7200 bps)
  - V.29 (9600 bps)

Voice Features

- ❑ Able to record and play voice messages over the telephone line.
- ❑ Multiple mailboxes using Included Communications software.

Video Conferencing Support

- ❑ Supports ITU V.92*/V.90 standard to allow high performance video conferencing over standard phone lines and the internet. Video Conferencing standards are H.324 and H.323.

* Download V.92 drivers from www.europe.creative.com

B Troubleshooting

Troubleshooting

This appendix provides tips and solutions for resolving some of the problems you might encounter with Creative Modem Blaster USB DE5771 either during installation or normal use.

Problems with Your Modem

The modem fails to accept commands to dial or answer a call.

There may be an improper telephone line connection.

Check the following:

- ❑ Make sure the telephone cable is attached to the Telephone Line Jack.
- ❑ Check that all devices are turned on.

There is interference on the telephone line that is connected to the modem.

To solve this problem:

Try moving the telephone line away from any power source, monitor, printer or any computer cable.

The modem cannot connect to the Internet at 56,000 bps.

This may be due to line conditions in your area. Due to FCC regulations and/or line conditions, it is not always possible to achieve the maximum data rate.

To solve this problem:

Try moving the telephone line away from any power source, monitor, printer or computer cable.

The modem or communications software fails to detect that the remote user has hung up.

The modem or communications software relies on the dial tone, busy tone or silence period to detect that a remote user has hung up.
This detection may fail due to one of the following reasons:

- ❑ Your local telephone system does not generate the dial or busy tone when the remote user hangs up.
- ❑ The silent period for the modem or communications software to detect that the remote user has hung up is not long enough.
- ❑ The modem or communications software cannot detect a different dial or busy tone. For example, if you are connecting to a PABX system, the dial or busy tone generated is different from the usual dial or busy tone.

To solve this problem:

Prompt the remote user to respond. This may, however, result in a long delay before the communications software responds to the remote user hanging up. To minimize this delay, modify the following settings:

- ❑ Voice message recording time.
- ❑ Number of prompts.
- ❑ Time to wait for a response after prompting.

Resolving Hardware Conflicts

Hardware conflicts may occur when two or more peripheral devices are set to use the same I/O address, IRQ line or DMA channel.

To resolve conflicts in Windows 98/98SE, Windows 2000, Windows Me or Windows XP, change the resource settings of your modem or the conflicting peripheral device using Device Manager.

Resolving Conflicts in Windows 98/ 98SE/ME

If you are unsure of which peripheral device is causing the conflict, you can isolate the source of the problem by temporarily removing all devices (except your modem and essential devices such as the disk controller). After that, add the devices back one at a time until the device that is causing the conflict is found.

To run Device Manager:

1. Click **Start** -> **Settings** -> **Control Panel**.
2. Click the **System** icon. The **System Properties** dialog box appears.
3. Click the **Device Manager** tab.
4. Double-click **Modem**.
5. Select your modem and click the **Properties** button. The **Properties** dialog box of the modem appears.
6. Click the **Resources** tab.
7. Click the **Use Automatic Settings** check box to select it. If this check box is already selected, you need to go to the **Properties** dialog box of the conflicting peripheral device and select the same check box there.
8. Restart your system to allow Windows 98/98SE to reassign resources to your modem and/or the conflicting peripheral device.

Resolving Conflicts in Windows 2000/ XP

To run Device Manager:

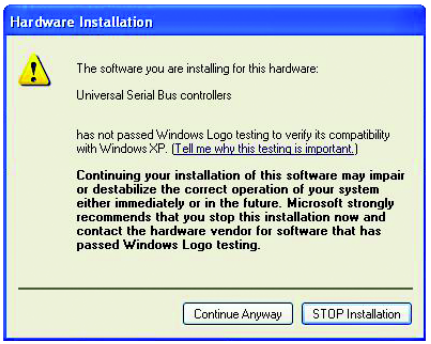
1. Click **Start** -> **Settings** -> **Control Panel**.
2. Click the **System** icon. The **System Properties** dialog box appears.
3. Click the **Hardware** tab.
4. Click the **Device Manager** button.
5. Double-click **Modem**.
6. Click the name of your modem.
7. Right-click the name of your modem.
   A menu appears.
8. Select the **Properties** option.
9. Click the **Resources** tab.

10. Click the **Use Automatic Settings** check box to select it. If this check box is already selected, you need to go to the **Properties** dialog box of the conflicting peripheral device and select the same check box there.
11. Restart your system to allow Windows 2000/XP to reassign resources to your modem and/or the conflicting peripheral device.

Problems with installing Creative drivers

A Hardware Installation error message appears on a Windows XP operating system when a driver is being installed.

At the time of this product's release, Microsoft strongly encouraged companies to submit their hardware solutions for certification. If a hardware device driver is not submitted, or does not qualify, for Microsoft certification, a warning message similar to the one below appears.


Hardware Installation
The software you are installing for this hardware:
Universal Serial Bus controllers
has not passed Windows Logo testing to verify its compatibility with Windows XP. (Tell me why this testing is important.)
Continuing your installation of this software may impair or destabilize the correct operation of your system either immediately or in the future. Microsoft strongly recommends that you stop this installation now and contact the hardware vendor for software that has passed Windows Logo testing.
Continue Anyway
STOP Installation

You may see this message when installing this driver or update. If you do, you may choose to click the **Continue Anyway** button. Creative has tested this driver on Windows XP, and it does not impair or destablize your computer.

If you need more XP-related information, go to the product web site's Help.

Technical Support

We are committed to giving you the best products aswell as the best service by providing you with a comprehensive suite of eService options complemented by telephone support.

With Creative's eService strategy, we deliver the best possible customer experience using our multilingual Customer support portal, interactive chat, email support and our self-service knowledgebase.

The European support area on our website at **www.europe.creative.com** contains the following options:

Knowledgebase

Creative's Self-service knowledgebase empowers you to quickly resolve your queries by using natural language support and stepping you through targeted questions to help pinpoint the best solution to your particular problem. Should you need additional help, you can escalate your query online through live chat or email ensuring that you receive the best possible service in the manner that is most comfortable to you.

Webchat

Creative's interactive TextChat enables you to contact our Technical Support team through a real-time chat facility. Additional features, such as web page pushing, collaborative browsing and file and brochure exchange, transform your chat session into a fully interactive support experience.

eMail

Should you not obtain a solution to your query using our Knowledgebase system, you can click the “Not Solved” button located at the bottom of any suggested solution document to escalate your query via eMail. If you do not have access to our website then you can mail us directly at **support@europe.creative.com**.

Telephone

You have the option to contact our service support team via telephone. Telephone numbers can be found in the **“Creative European Contact Centre”** section below.

Download Drivers*

The Creative website offers a range of updates and drivers for our products in a variety of operating systems.

Download Manuals

Browse Creative's extensive library of product installation and user guides to find documentation for your Creative product.

* *Not applicable for all products*

If You Have a Problem

Please retain all contents including packaging and proof of purchase until you are fully satisfied with your product.

If you have a problem installing or using your Creative product, please use the Creative eServices and/or telephone support for assistance. Should you contact Technical Support, you may be asked for information regarding the following:

- ❑ The model and serial number of your Creative product
- ❑ Error information on the screen and how it came about
- ❑ Information on the adapter cards which may be causing a conflict*
- ❑ Hardware configuration information such as the base I/O address, IRQ line, DMA channels used*
- ❑ Motherboard information: BIOS manufacturer/version and chipset manufacturer
- ❑ Type and version of your operating system, e.g., Windows 95/98 or Windows NT, Windows 2000 or Windows Me

If, after using the Creative support services, you believe your Creative product to be defective, you should verify the purchase date and the take the appropriate action as detailed below:

Less than 30 days since date of purchase

Should your store receipt indicate that the product is less than 30 days old, you have the option of returning the full product to the Dealer/Retailer for a replacement or credit. The 30-day time period may not apply in all instances, so please check the Dealer/ Retailer replacement/credit terms.

* *Not applicable for all products*

More than 30 days since date of purchase

Contact European Technical Support to clarify the nature of the problem and to obtain details of our repair/replacement procedure.

Returning a product for repair

- ❑ Creative Labs requires that all returns for repair/replacement must first be issued with an authorisation number, therefore you need to contact Technical Support to receive this number.
- ❑ Technical Support will communicate how to return the product in question for repair/replacement.
- ❑ You should only return the hardware item in question and return it to the address provided by Technical Support. Please retain all software, accessories and the original packaging.
- ❑ Please quote the authorisation number clearly on the outside of the packaging in which you return the hardware item.
- ❑ After receiving the hardware, Creative will process the return.

Creative may replace or repair the product with new or re-conditioned parts, and the faulty parts will become the property of Creative. The warranty period for your repaired/replacement item is 90 days from the date of shipment from Creative, or what is left on the original item's warranty, whichever is longer.

To avoid tariffs when shipping a product to Creative Labs from outside the E.U. or from zones with special tax status, you must complete the relevant customs documentation before shipping the product.

Operating Hours

Knowledgebase	Available on-line 24 hours a day	
Webchat*	10:00-18:30 CET	Monday - Friday
Telephone*	10:30-19:00 CET	Monday - Friday

Limited Warranty

Creative Labs (Ireland) Limited (“Creative”) warrants to you, the original buyer and holder of this warranty, as it stands in the accompanying warranty card, that the hardware product will be free of defects in materials and workmanship for a period of two (2) years after the date of purchase, or such other period as may be expressly specified by Creative or required by applicable law (“Warranty Period”).

Creative's entire liability and your remedy will be, at Creative’s sole discretion, the repair or replacement (with the same or similar model) of any hardware or accompanying item(s) not meeting the “Limited Warranty” explained above that is returned to Creative's authorised distributor or dealer during the Warranty Period with a copy of your receipt.

What this warranty does not cover

To the maximum extent permitted by applicable law, Creative disclaims all other warranties and conditions, expressed or implied, including the conditions of quality, merchantability or fitness for a particular purpose with respect to the use of this product. Creative also disclaims any obligation to support products for all operating environments - for example, by ensuring interoperability with future versions of software or hardware. In no event shall Creative or its licensors be liable for any indirect, incidental, special or consequential loss or for any lost profits, savings or data arising from or relating to the use of this product, even if Creative or its licensors have been advised of the possibility of such loss.

This warranty gives you specific legal rights. You may have other rights which vary from country to country. Certain limitations in this warranty are not permitted by the jurisdiction of some countries, so some limitations here may not apply to you.

Specifically, this warranty does not cover failures of the product which result from accident, abuse, misuse, alterations (by persons other than Creative or its authorized repair agents), moisture, corrosive environments, shipping, high voltage surges, or abnormal working conditions. This warranty does not cover normal wear and tear. You are specifically advised to take a backup copy of any software provided with the Creative product for security purposes.

Creative European Contact Centre

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Denmark
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Finland
Tel +353 1 4333270

Norway
Tel +353 1 4333240

Sweden
Tel +353 1 4380030

Holland
Tel +353 1 4333272

Switzerland
Tel +353 1 4380070

Portugal
Tel +353 1 4380010

Czech Republic
Tel +353 1 4333280

Poland
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Hungary
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Russia
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Please note that international call rates will apply. Please contact your telecoms company to verify the exact rate you will be charged.